



Brent Irish Advisory Service

Covid19 Response and achievements



BIAS – Covid19 Response

Since the temporary closure of our frontline services on March 20th, we have had to adapt our services to respond to the needs of the Irish community.

Our main priority was the health and welfare of the more vulnerable isolated in our community. BIAS have been in operation since 1978, and we understand the needs of our community.

We changed our face-to-face welfare service to a telephone advice line.

All of our Active Ageing club members were enrolled on to our befriending service and receive a weekly call.

We have responded to the needs of our service users, and recruited a part-time staff member for a community engagement project, providing door step engagement and support to the most vulnerable service users.

We now have online coffee mornings on a weekly basis for those who want to attend, we offer weekly zoom exercise classes, and send regular activity/information packs to our Active Ageing club members.



Telephone
Befriending
Service

Hot
meals

BIAS

Provision of
tablets/internet
for vulnerable
members
Befriending
Service

Welfare
Advice
Service via
Telephone

Online
Coffee
Mornings
& Online
Exercise
Classes

Irish Food
Hampers

Emergency
Food Parcels

Community
Outreach
Project



To date, BIAS has....

- Delivered over **£8,000** worth of Irish food hampers to members of the Irish community in Brent and surrounding boroughs.
- Delivered **600** emergency food parcels to our most vulnerable service users.
- Made over **2200** calls between our welfare advice service and befriending service.
- BIAS has also just organised weekly small lunches for members of our Active Ageing Club since August (**60** plus lunches so far).
- Provided **170** outreach visits to those most in need of support and social engagement.
- Helped Clients to access **£194,881** in extra client benefits during this period in challenging circumstances
- Ensuring tenants sustain their tenancies by intervening at an early stage.
- Supporting clients to advocate for themselves.
- BIAS helped to identify vulnerable clients in our community and a route for support.

OUTCOMES

Welfare Advice Service*

*(TELEPHONE SERVICE - MARCH-AUGUST 2020)

225



PIECES OF CASEWORK -
for 90 different clients

2200



PHONE ENGAGEMENTS related to welfare
advice, loneliness, health and wellbeing
advice, covid19

29



SUCCESSFUL WELFARE BENEFIT
APPLICATIONS -
Universal Credit, PIP, ESA, Pension Credit

10



SUCCESSFUL HOUSING OUTCOMES -
supported client to gain accommodation
to maintain their tenancy

18



SUCCESSFUL TRAVEL RELATED
APPLICATIONS - Blue badge and
freedom passes

HEALTH AND WELLBEING

SINCE THE BEGINNING OF 'LOCKDOWN'

95%



of Active Ageing club members told us that
they felt a lot better with BIAS Support

90%



told us that they felt that feelings of
loneliness and isolation reduced because
of their weekly calls with BIAS.

100%



of the members that have attended our
lunches (socially distant and in small
groups) have stated that they felt so much
happier after attending.

95%



of members have stated that they have
participated in less physical activity since the
Thursday club temporarily closed in March.

“

**A BIG THANK YOU TO
ALL THAT HAVE
SUPPORTED BIAS**



Government of Ireland
Emigrant Support Programme



An Roinn Gnóthaí Eachtracha agus Trádála
Department of Foreign Affairs and Trade



McGovern Brothers (Haulage) Ltd
COMMERCIAL & INDUSTRIAL PROPERTY MANAGEMENT



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Community
Foundation**

**LONDON
COMMUNITY
RESPONSE**



“

Every week BIAS made calls to every one of us, and delivered Irish food boxes, and without them it would have been a very lonely time

“

I was in a dark place, having suffered a stroke and BIAS helped me to claim welfare entitlements regaining some independence again. I cannot thank BIAS enough - they are so welcoming and professional.

“

BIAS made sure I had enough food to eat every day, and without that I don't know what I would have done.

“

BIAS brought me food, and enjoyment, I have talked to some really nice people who have visited me regularly, I am looking forward to getting back to BIAS Thursday club, I really miss it

“

BIAS provided me with a tablet and I couldn't believe my luck. They helped me to keep in contact with BIAS and my friends. Without it I don't know what I would have done.

“

I miss all the wonderful gatherings, the dancing the craic and hope I can meet my friends soon - I would be lost without it.





Brent Irish Advisory Service

Supporting Vulnerable People
Solving Problems
Bringing People Together

CONTACT US FOR ADVICE ON:



Welfare Entitlements



Housing



Health and Wellbeing



Active Ageing



Irish Advice Matters

Please support us to continue our work with the most vulnerable in our community.

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Charity no 1059801



AN ROINN GNÓTHAÍ EACHTRACHA AGUS TRÁDÁLA NA hÉIREANN
DEPARTMENT OF FOREIGN AFFAIRS AND TRADE OF IRELAND